

## ATTACHMENT 1.0

### CERTAIN TERMS AS DEFINED IN THE ACT

"Affiliate" means a person or entity that (directly or indirectly) owns or controls, is owned or controlled by, or is under common ownership or control with, another person or entity. For purposes of this paragraph, the term "own" means to own an equity interest (or the equivalent thereof) of more than ten percent (10%).

"Dialing Parity" means that a person or entity that is not an Affiliate of a LEC is able to provide Telecommunications Services in such a manner that Customers have the ability to route automatically, without the use of any access code, their Telecommunications to the Telecommunications Services provider of the Customer's designation from among two (2) or more Telecommunications Services providers (including such LEC).

"Exchange Access" means the offering of access to Telephone Exchange Services or facilities for the purpose of the origination or termination of Telephone Toll Services.

"InterLATA Service" means Telecommunications between a point located in a local access and transport area and a point located outside such area.

"Local Exchange Carrier" means any person that is engaged in the provision of Telephone Exchange Service or Exchange Access. Such term does not include a person insofar as such person is engaged in the provision of a commercial mobile service under Section 332(c) of the Act, except to the extent that the FCC finds that such service should be included in the definition of such term.

"Network Element" means a facility or equipment used in the provision of a Telecommunications Service. Such term also includes features, functions, and capabilities that are provided by means of such facility or equipment, including subscriber numbers, databases, signaling systems, and information sufficient for billing and collection or used in the transmission, routing, or other provision of a Telecommunications Service.

"Number Portability" means the ability of users of telecommunications services to retain, at the same location, existing telecommunications numbers without impairment of quality, reliability, or convenience when switching from one telecommunications carrier to another.

"Telecommunications" means the transmission, between or among points specified by the user, of information of the user's choosing, without change in the form or content of the information as sent and received.

"Telecommunications Carrier" means any provider of Telecommunications Services, except that such term does not include aggregators of Telecommunications Services (as defined in Section 226 of the Communications Act).

"Telecommunications Service" means the offering of Telecommunications for a fee directly to the public, or to such classes of users as to be effectively available directly to the public, regardless of the facilities used.

"Telephone Exchange Service" means (a) service within a telephone exchange within a connected system of telephone exchanges within the same exchange area operated to furnish subscribers intercommunicating service of the character ordinarily furnished by a single exchange, and which is covered by the exchange service charge, or (b) comparable service provided through a system of switches, transmission equipment, or other facilities (or combination thereof) by which a subscriber can originate and terminate a telecommunications service.

"Telephone Toll Service" means telephone service between stations in different exchange areas for which there is made a separate charge not included in contracts with subscribers for exchange service.

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#### ATTACHMENT 4.0 Network Interconnection Attachment

LATA	ANTC A-IP	NYNEX N-IP	Activation Date
132 (Metro NY)			10/1/97**
134 (Albany)			*
136 (Syracuse)			*
138			*
(Binghamton)			
140 (Buffalo)			*

• The Parties networks in these LATAs were interconnected prior to the effective date of this Agreement.

\*\* This is the earliest date on which "live" customers traffic between ANTC and NYNEX will occur.

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## ATTACHMENT SQ

Service Quality – ANTC/NYT

### OPERATIONAL PERFORMANCE STANDARDS

#### I. NETWORK INTERCONNECTION ("NET-I") TRUNKS:

##### A. Provisioning Intervals:

Standard Interval  
(Business Days/BDAs)

1. Access Service Request ("ASR")<sup>1</sup> - Positive acknowledge of receipt of a valid ASR

(a) ASRs Electronically Transmitted:

(1) ASR received before 3:00pm (Eastern Time)

24 Hours

(2) ASR received after 3:00pm (Eastern Time)

Next BDA plus 24 hours

(b) ASRs Non-Electronically Transmitted:

(1) ASR received before 3:00pm (Eastern Time)

48 Hours

(2) ASR received after 3:00pm (Eastern Time)

Next BDA plus 48 hours

2. Firm Order Confirmation ("FOC")  
with a committed Due Date included for 1-9 Trunks

Within five (5) BDAs of Receipt of  
a Valid ASR

3. Interconnection Trunks (DS1 Systems):

(a) Establishment of New Trunk Groups:

(1) If Facilities are available:

60 BDAs

(2) If Facilities are Not available

Negotiated\*\*

(b) Additions to Existing Trunk Groups:

(1) If Facilities are available:

30 BDAs

(2) If Facilities are Not available

Negotiated\*\*

Note: "Facilities Available/Availability" means infrastructure was built based on a forecast received from ANTC within a reasonable time period.

#### II. INTERIM NUMBER PORTABILITY ("INP"):

##### A. Provisioning Intervals:

Standard Interval  
(Business Days/BDAs)

1. Remote Call Forwarding ("RCFs") or INP-T if  
Facilities (trunking) are already in place and  
Facilities and/or Ports on NYNEX and ANTC  
switches are available: \*

Prior to 1/1/98:

(a) 1-9 Lines

2BDAs

(b) 10-19 Lines

5BDAs

(c) Over 19 Lines

Negotiated\*\*

(d) Over 19 Lines, and if facilities are available,

<sup>1</sup> ASRs are in a format substantially similar to LSRs and are treated similarly. NYNEX shall provide, at ANTC's request, a copy of the format and all information needed from ANTC in order for ANTC to submit a valid ASR.

contiguous numbers	10BDAs
(e) 20-100 Lines, and if facilities are available, non-contiguous numbers	10BDAs
(f) All other	Negotiated**

Effective 1/1/198:

(a) 1-19 Lines	3BDAs
(b) Over 19 Lines	Negotiated**
(c) Over 19 Lines, and if facilities are available, contiguous numbers	10BDAs
(d) 20-100 Lines, and if facilities are available, non-contiguous numbers	10BDAs
(e) All other	Negotiated**

(\* Stand alone RCF orders only, without unbundled links)

2. Route Index ("INP-T") Trunks (DS1 Systems):

(a) Establishment of Initial INP-T Arrangement:

(i) If Facilities &/or Ports on NYNEX AND ANTC Switches are available (*lead time for Trunk Installation with RCF Intervals subsequent to completion)	21 BDAs to be ready for testing
(ii) If Facilities &/or Ports on NYNEX AND ANTC Switches are Not available	Negotiated**

(b) Augments to Existing INP-T Arrangements:

(i) If Facilities &/or Ports on NYNEX AND ANTC Switches are available (*lead time for Trunk Installation with RCF Intervals subsequent to completion)	16 BDAs to be ready for testing
(ii) If Facilities &/or Ports on NYNEX AND ANTC Switches are Not available	Negotiated**

Note: "Facilities Available/Availability" means infrastructure was built based on a forecast received from ANTC within a reasonable time period.

III. EXPANDED INTERCONNECTION/COLLOCATION:

A. Provisioning Intervals:

Standard Interval  
(Business Days/BDAs)

1. Physical Collocation Space

(a) Where space is available	76 BDAs *
(b) Where space is Not available	
(i) Confirmation of space unavailability	10 BDAs *
(ii) From Confirmation	Negotiated**

2. Virtual Collocation Space

(a) Where space is available	Negotiated**
(b) Where space is Not available	

- (i) Confirmation of space unavailability
- (ii) From Confirmation

10 BDAs \*  
Negotiated\*\*

(\*From receipt of a complete and accurate order/application, required deposits (per applicable tariffs) and required insurance certification)

#### IV. UNBUNDLED LINKS:

##### A. Provisioning Intervals:

1. Service Request ("SR") - Positive acknowledge of receipt of a valid SR and Firm Order Confirmation ("FOC")

- (a) SRs Electronically Transmitted:

- (1) SR received before 3:00pm (Eastern Time)
    - (2) SR received after 3:00pm (Eastern Time)

24 Hours  
Next BDA plus 24 hours

- (b) SRs Non-Electronically Transmitted:

- (1) SR received before 3:00pm (Eastern Time)
    - (2) SR received after 3:00pm (Eastern Time)

48 Hours  
Next BDA plus 48 hours

2. Basic Unbundled Links ("SVGALs") - Two-Wire Analog:

- (a) New Link Installation

- (i) 1 - 9 Links

5 BDAs or SMARTS Clock \*

- (ii) 10 or more Links

- (a) Facilities Confirmation

5 BDAs

- (b) If Facilities are available

- (1) 10 - 19 Links

10 BDAs from FOC

- (2) 20 or more Links

Negotiated\*\*

- (c) If Facilities are Not available

Negotiated\*\*

- (b) Two-Wire Analog Link Associated with INP ("Hot Cut"):

- (i) 1 - 9 Links

5 BDAs

- (ii) 10 or more Links

Negotiated\*\*

Note: "Facilities Available/Availability" means infrastructure was built based on a forecast received from ANTC within a reasonable time period.

4. Premium Links - Two-Wire Digital:

- (a) 1 - 9 Links

5 BDAs or  
SMARTS Clock \*

- (b) 10 or more Links

Negotiated\*\*

5. Digital High Capacity Links:

- (a) 1.544 Mbps (DS1) Links

7 BDAs

- (b) 45 Mbps (DS3) Links

Negotiated\*\*

6. Extended Links:

- (a) 1 - 9 Links
- (b) 10 or more Links

16 BDAs  
Negotiated\*\*

7. SS7 A or B/D Links:

- (a) 1 - 9 Links
- (b) 10 or more Links

Negotiated\*\*  
Negotiated\*\*

(\* SMARTS Clock is a system that analyzes work required on an order and compares it to available work forces. Local supervisors input the work force availability on a daily basis in advance. The SMARTS Clock fills up a day's schedule on a first in first out basis until 90% of available force is scheduled. The available work force works both maintenance and installation. Reseller and network element order are in the same queue as the Telephone Company's end users. Intervals can be as short as one day and in most cases, less than five days.)

V. DIRECTORY ASSISTANCE ("DA"):

- A. Based on receipt of a valid electronic order from ANTC,  
ANTC's customer's information incorporated into database \*

Within 2 BDAs of service  
order confirmation

- B. Based on receipt of a valid manual order from ANTC,  
ANTC's customer's information incorporated into database \*

Within 3 BDAs of service  
order confirmation

C. Provisioning Intervals;

DA Trunks to TOPS Tandem:

- (a) If Facilities are available
- (b) If Facilities are not available

60BDAs  
Negotiated\*\*

VI. LINE IDENTIFICATION DATABASE ("LIDB"):

- A. Based on receipt of a valid electronic order from ANTC,  
ANTC's customer's information incorporated into database \*

Within 2 BDAs of service  
order confirmation

- B. Based on receipt of a valid manual order from ANTC,  
ANTC's customer's information incorporated into database \*

Within 3 BDAs of service  
order confirmation

Note: "Facilities Available/Availability" means infrastructure was built based on a forecast received from ANTC within a reasonable time period

VII. OPERATOR SERVICES:

- A. Provisioning of FG C-type Modified Operator Services  
Signaling Trunks:

- 1. If Facilities are available:
- 2. If Facilities are not available:

60 BDAs  
Negotiated\*\*

VIII. 911/E911 SERVICE:

- A. ANTC's customer's information incorporated into  
the PS/ALI database \*

Within 2 BDA of service order  
confirmation

(\* Based on accurate information provided by ANTC)

B. Provisioning of 911/E911 MF Trunks:

1. If Facilities are available:

60 BDAs

2. Port Establishment

included in above 60 BDAs

\*\* Negotiated Interval Where a negotiated interval applies, NYNEX will generate a service date interval with ANTC on a first-come, first-served basis, based on the type and quality of service ANTC has requested. In so doing, NYNEX will offer the earliest date it reasonably can accommodate within normal business hours, without delaying service dates for orders of other customers or carriers. ANTC may request expedited service for a reasonable, predetermined amount.



## Wholesale Performance Reports - Comparability

**State Jurisdiction:**

New York (by Market Area)

**Month Ending:**

NYNEX RETAIL	Actual Service Performance		
Metric	POTS	Specials	Feature Group D Trunks
Provisioning			
Number of Installation Orders			
Number of Installation Lines/circuits/trunks			
Average Interval - Offered (Total)			
Average Interval - Offered (Total - No Dispatch)			
Average Interval - Offered (1 - 5 lines - Dispatch)			
Average Interval - Offered (6 - 9 lines - Dispatch)			
Average Interval - Offered (> 9 lines - Dispatch)			
Average Interval - Completed (Total)			
Average Interval - Completed (Total - No Dispatch)			
Average Interval - Completed (1 - 5 lines - Dispatch)			
Average Interval - Completed (6 - 9 lines - Dispatch)			
Average Interval - Completed (> 9 lines - Dispatch)			
Average Interval - Offered (DS0)			
Average Interval - Offered (DS1)			
Average Interval - Offered (DS3)			
Average Interval - Offered (Other)			
Average Interval - Completed (DS0)			
Average Interval - Completed (DS1)			
Average Interval - Completed (DS3)			
Average Interval - Completed (Other)			
% completed in 1 business day - Dispatch			
% completed in 1 business day - No Dispatch			
% Completed w/in 2 business days - Dispatch			
% Completed w/in 2 business days - No Dispatch			
% Completed w/in 3 business days - Dispatch			
% Completed w/in 3 business days - No Dispatch			
% Completed w/in 4 business days - Total			
% Completed w/in 5 business days - Total			
% Completed w/in 6 business days - Total			
% Missed Appointment - NYNEX - Total			
% Missed Appointment - NYNEX - Dispatch			
% Missed Appointment - NYNEX - No Dispatch			
% Missed Appointment - Facilities			
Average Delay Days - Facilities Miss			
% Installation Troubles w/in 7 Days			
% Installation Troubles w/in 30 days			
% Missed Appointment - Customer			

## Wholesale Performance Reports - Comparability

State Jurisdiction: \_\_\_\_\_

New York (by Market Area) \_\_\_\_\_

Month Ending: \_\_\_\_\_

NYNEX RETAIL	Actual Service Performance		
	POTS	Specials	Trunks
Metric			
Maintenance			
Total Number of Troubles Reported			
Total Number (lines/circuits/trunks) in Service			
Network Trouble Report Rate			
Network Trouble Report Rate - Loop			
Network Trouble Report Rate - CO			
% Missed Repair Appointments			
Mean Time to Repair - Total			
Mean Time to Repair - DS0			
Mean Time to Repair - DS1			
Mean Time to Repair - DS3			
Mean Time to Repair - Other			
Mean Time to Repair - Loop Trouble			
Mean Time to Repair - CO Trouble			
% Out of Service > 2 Hours			
% Out of Service > 4 Hours			
% Out of Service > 12 Hours			
% Out of Service > 24 Hours			
% Cleared within 24 Hours			
% Repeat Reports w/in 30 days			
% Final Trunk Blockage			
% Subsequent Trouble Reports			
% CPE Troubles			
% No Trouble Found			
% No Access			

## Wholesale Performance Reports - Comparability

Entity: INDIVIDUAL TC State Jurisdiction: \_\_\_\_\_ Month Ending: \_\_\_\_\_

Telecommunication Carrier	Actual Performance				
	Resale		UNE		Inter-connection Trunks
	POTS	Specials	POTS	Specials	
<b>Provisioning</b>					
Number of Installation Orders					
Number of Installation Lines/Circuits/Trunks					
Average Interval Offered (Total)					
Average Interval Offered (Total - No Dispatch)					
Average Interval Offered (1 - 5 lines - Dispatch)					
Average Interval Offered (6 - 9 lines - Dispatch)					
Average Interval Offered (> 9 lines - Dispatch)					
Average Interval Completed (Total)					
Average Interval Completed (Total - No Dispatch)					
Average Interval Completed (1 - 5 lines - Dispatch)					
Average Interval Completed (6 - 9 lines - Dispatch)					
Average Interval Completed (> 9 lines - Dispatch)					
Average Interval Offered (DS0)					
Average Interval Offered (DS1)					
Average Interval Offered (DS3)					
Average Interval Offered (Other)					
Average Interval Completed (DS0)					
Average Interval Completed (DS1)					
Average Interval Completed (DS3)					
Average Interval Completed (Other)					
% Completed in 1 business day - Dispatch					
% Completed in 1 business day - No Dispatch					
% Completed w/in 2 business days - Dispatch					
% Completed w/in 2 business days - No Dispatch					
% Completed w/in 3 business days - Dispatch					
% Completed w/in 3 business days - No Dispatch					
% Completed w/in 4 business days - Total					
% Completed w/in 5 business days - Total					
% Completed w/in 6 business days - Total					
% Missed Appointment - NYNEX - Total					
% Missed Appointment - NYNEX - Dispatch					
% Missed Appointment - NYNEX - No Dispatch					
% Missed Appointment - Facilities					
Average Delay Days - Facilities Miss					
% Installation Troubles w/in 7 Days					
% Installation Troubles w/in 30 days					
% Missed Appointment - Customer					

## Wholesale Performance Reports - Comparability

Entity: INDIVIDUAL TC State Jurisdiction: \_\_\_\_\_ Month Ending: \_\_\_\_\_

Telecommunication Carrier	Actual Performance				
	Resale		UNE		Inter-connection
Metric	POTS	Specials	POTS	Specials	Trunks
Maintenance					
Total Number of Troubles Reported					
Total Number (lines/circuits/trunks) in Service					
Network Trouble Report Rate					
Network Trouble Report Rate - Loop					
Network Trouble Report Rate - CO					
% Missed Repair Appointments					
Mean Time to Repair - Total					
Mean Time to Repair - DS0					
Mean Time to Repair - DS1					
Mean Time to Repair - DS3					
Mean Time to Repair - Other					
Mean Time to Repair - Loop Trouble					
Mean Time to Repair - CO Trouble					
% Out of Service > 2 Hours					
% Out of Service > 4 Hours					
% Out of Service > 12 Hours					
% Out of Service > 24 Hours					
% Cleared within 24 Hours					
% Repeat Reports w/in 30 days					
% Final Trunk Blockage					
% Subsequent Trouble Reports					
% CPE Troubles					
% No Trouble Found					
% No Access					

# Wholesale Performance Reports - Comparability

Entity: Aggregate TCs State Jurisdiction: \_\_\_\_\_ Month Ending: \_\_\_\_\_

Telecommunication Carriers					
Metric	Actual Performance				
	Resale		UNE		Inter-connection Trunks
	POTS	Specials	POTS	Specials	
Provisioning					
Number of Installation Orders					
Number of Installation Lines/Circuits/Trunks					
Average Interval Offered (Total)					
Average Interval Offered (Total - No Dispatch)					
Average Interval Offered (1 - 5 lines - Dispatch)					
Average Interval Offered (6 - 9 lines - Dispatch)					
Average Interval Offered (> 9 lines - Dispatch)					
Average Interval Completed (Total)					
Average Interval Completed (Total - No Dispatch)					
Average Interval Completed (1 - 5 lines - Dispatch)					
Average Interval Completed (6 - 9 lines - Dispatch)					
Average Interval Completed (> 9 lines - Dispatch)					
Average Interval Offered (DS0)					
Average Interval Offered (DS1)					
Average Interval Offered (DS3)					
Average Interval Offered (Other)					
Average Interval - Completed (DS0)					
Average Interval - Completed (DS1)					
Average Interval - Completed (DS3)					
Average Interval - Completed (Other)					
% completed in 1 business day - Dispatch					
% completed in 1 business day - No Dispatch					
% Completed w/in 2 business days - Dispatch					
% Completed w/in 2 business days - No Dispatch					
% Completed w/in 3 business days - Dispatch					
% Completed w/in 3 business days - No Dispatch					
% Completed w/in 4 business days - Total					
% Completed w/in 5 business days - Total					
% Completed w/in 6 business days - Total					
% Missed Appointment - NYNEX - Total					
% Missed Appointment - NYNEX - Dispatch					
% Missed Appointment - NYNEX - No Dispatch					
% Missed Appointment - Facilities					
Average Delay Days - Facilities Miss					
% Installation Troubles w/in 7 Days					
% Installation Troubles w/in 30 days					
% Missed Appointment - Customer					

## Wholesale Performance Reports - Comparability

Entity: Aggregate TCs State Jurisdiction:                      Month Ending:                     

Metric	Actual Performance				
	Resale		UNE		Inter-connection Trunks
	POTS	Specials	POTS	Specials	
Maintenance					
Total Number of Troubles Reported					
Total Number (lines/circuits/trunks) in Service					
Network Trouble Report Rate					
Network Trouble Report Rate - Loop					
Network Trouble Report Rate - CO					
% Missed Repair Appointments					
Mean Time to Repair - Total					
Mean Time to Repair - DS0					
Mean Time to Repair - DS1					
Mean Time to Repair - DS3					
Mean Time to Repair - Other					
Mean Time to Repair - Loop Trouble					
Mean Time to Repair - CO Trouble					
% Out of Service > 2 Hours					
% Out of Service > 4 Hours					
% Out of Service > 12 Hours					
% Out of Service > 24 Hours					
% Cleared within 24 Hours					
% Repeat Reports w/in 30 days					
% Final Trunk Blockage					
% Subsequent Trouble Reports					
% CPE Troubles					
% No Trouble Found					
% No Access					

Definitions:

Metrics:	Definition:
• Number of Installation Orders	Total orders received and completed. Note: There may be mul orders per TC Purchase Order Number
• Average Interval - Completed	
• % completed in 1, 2, or 3 business days - Dispatch	
• % completed in 1, 2, or 3 business days - No Dispatch	
• % Completed w/in 4, 5 or 6 business days - Total	
• % Completed w/in 5 business days - Business	
• % Completed w/in 5 business days - Residence	
• % Missed Appointment - NYNEX - Total	
• % Missed Appointment - NYNEX - Dispatch	
• % Missed Appointment - NYNEX - No Dispatch	
• % Missed Appointment - Facilities	
• Average Delay Days - Facilities Miss	
• % Installation Troubles w/in 7 or 30 Days	
• % Missed Appointment - Customer	
• Total Number of Troubles Reported	Total Troubles Reported by Customer, includes CPE, and Subsequents. Excludes (NYNEX) Employee Administrative Reports.
• Network Trouble Report Rate	
• Network Trouble Report Rate - Loop	
• Network Trouble Report Rate - CO	
• % Missed Repair Appointments	
• Mean Time to Repair - Total	
• Mean Time to Repair - Loop Trouble	
• Mean Time to Repair - CO Trouble	
• % Out of Service > 2, 4, 12 or 24 Hours	
• % Cleared within 24 Hours	
• % Repeat Reports w/in 30 days	
• % Final Trunk Blockage	
• % Subsequent Trouble Reports	
• % CPE Troubles	
• % No Trouble Found	
• % No Access	

Services:	POTS	Specials	Trunks
Retail	<i>Local Services that are not designed including:</i> <ul style="list-style-type: none"> <li>• Basic Res. &amp; Bus. Dial Tone Services</li> <li>• Features (Call Waiting, Call Forwarding, 3 Way Calling, TT,</li> <li>• Analog Centrex</li> <li>• Non-Designed PBX</li> <li>• Basic Rate ISDN</li> </ul>	<i>All Designed services or services where no Office Equipment is required including:</i> <ul style="list-style-type: none"> <li>• Foreign Exchange Services</li> <li>• Digital Centrex</li> <li>• Private Lines</li> <li>• Alarm Circuits</li> <li>• Hi-Cap Services</li> </ul>	<i>Switch Side trunks carrying traffic between end offices &amp; between end offices and tan offices</i> <ul style="list-style-type: none"> <li>• Feature Group D - DXC tr (for provisioning)</li> <li>• All Final trunks (for maintenance)</li> </ul>
Resale	<i>Same as Retail</i>	<i>Same as Retail</i>	NA
UNE	<i>Unbundled elements used as part of a local service or in combination by TC to create local service including:</i> <ul style="list-style-type: none"> <li>• Local loops</li> <li>• Analog switch ports</li> <li>• NIDs</li> <li>• House &amp; Riser</li> </ul>	<i>Designed Unbundled elements used as part of a designed service or in combination by TC to create designed service including:</i> <ul style="list-style-type: none"> <li>• Hi-Cap loop (DS1 or DS3)</li> <li>•</li> </ul>	NA
Interconnection	NA	NA	<i>Switch Side trunks carrying traffic between NYNEX (e offices or tandem) offices. Switch including:</i> <ul style="list-style-type: none"> <li>• Cage to cage</li> </ul>



1a. Provisioning - Missed Installation Appointments: Parity Based Credits

Missed Installation Appointments POTS Services Dispatched	Additional Rebates Per Line:
BA rate + 1.0%	\$15
BA rate + 1.5%	\$17
BA rate + 2.0%	\$20
BA rate + 2.5%	\$25
BA rate + 3.0%	\$30
BA rate + 3.5%	\$35
BA rate + 4.0%	\$40
BA rate + 4.5%	\$45
BA rate + 5.0%	\$50
BA rate + 5.5%	\$55
BA rate + 6.0%	\$65

Missed Installation Appointments POTS Service - No Dispatch	Additional Rebates Per Line:
BA rate + To Be Determined	15
BA rate + To Be Determined	17
BA rate + To Be Determined	20
BA rate + To Be Determined	25
BA rate + To Be Determined	30
BA rate + To Be Determined	35
BA rate + To Be Determined	40
BA rate + To Be Determined	45
BA rate + To Be Determined	50
BA rate + To Be Determined	55
BA rate + To Be Determined	65

Missed Installation Appointments Special Services	Additional Rebates Per Line:
BA rate + 1.0%	15
BA rate + 1.5%	17
BA rate + 2.0%	20
BA rate + 2.5%	25
BA rate + 3.0%	30
BA rate + 3.5%	35
BA rate + 4.0%	40
BA rate + 4.5%	45
BA rate + 5.0%	50
BA rate + 5.5%	55
BA rate + 6.0%	65

1b. Provisioning - % Completed Within 5 Bus. Days: Parity Based Credits

% Complete Within 5 Bus. Days POTS Services Dispatched	Additional Rebates Per Line:
BA rate - 1.0%	\$15
BA rate - 2.0%	\$17
BA rate - 3.0%	\$20
BA rate - 4.0%	\$25
BA rate - 5.0%	\$30
BA rate - 6.0%	\$35
BA rate - 7.0%	\$40
BA rate - 8.0%	\$45
BA rate - 9.0%	\$50
BA rate - 10.0%	\$55
BA rate - 11.0%	\$65

% Complete Within 5 Bus. Days POTS Services Non Dispatch	Additional Rebates Per Line:
BA rate - To Be Determined	\$15
BA rate - To Be Determined	\$17
BA rate - To Be Determined	\$20
BA rate - To Be Determined	\$25
BA rate - To Be Determined	\$30
BA rate - To Be Determined	\$35
BA rate - To Be Determined	\$40
BA rate - To Be Determined	\$45
BA rate - To Be Determined	\$50
BA rate - To Be Determined	\$55
BA rate - To Be Determined	\$65

1c. Provisioning - % Installation Troubles Within 30 Days: Parity Based Credits

<b>% Install Troubles Within 30 Days POTS Services</b>	<b>Additional Rebates Per Line:</b>
BA rate + 1.0%	\$15
BA rate + 1.5%	\$17
BA rate + 2.0%	\$20
BA rate + 2.5%	\$25
BA rate + 3.0%	\$30
BA rate + 3.5%	\$35
BA rate + 4.0%	\$40
BA rate + 4.5%	\$45
BA rate + 5.0%	\$50
BA rate + 5.5%	\$55
BA rate + 6.0%	\$65

<b>% Install Troubles Within 30 Days Special Services</b>	<b>Additional Rebates Per Line:</b>
BA rate + 1.0%	\$15
BA rate + 1.5%	\$17
BA rate + 2.0%	\$20
BA rate + 2.5%	\$25
BA rate + 3.0%	\$30
BA rate + 3.5%	\$35
BA rate + 4.0%	\$40
BA rate + 4.5%	\$45
BA rate + 5.0%	\$50
BA rate + 5.5%	\$55
BA rate + 6.0%	\$65

2a. Maintenance - Out of Service > 24 Hrs.: Parity Based Credits

% Out of Service > 24 Hrs. POTS Services	Additional Rebates Per Line:
BA rate + 1.5%	\$15
BA rate + 2.5%	\$17
BA rate + 3.5%	\$20
BA rate + 4.5%	\$25
BA rate + 5.5%	\$30
BA rate + 6.5%	\$35
BA rate + 7.5%	\$40
BA rate + 8.5%	\$45
BA rate + 9.5%	\$50
BA rate + 10.5%	\$55
BA rate + 11.5%	\$65

% Out of Service > 24 Hrs. Special Services	Additional Rebates Per Line:
BA rate + 1.5%	\$15
BA rate + 2.5%	\$17
BA rate + 3.5%	\$20
BA rate + 4.5%	\$25
BA rate + 5.5 %	\$30
BA rate + 6.5%	\$35
BA rate + 7.5%	\$40
BA rate + 8.5%	\$45
BA rate + 9.5%	\$50
BA rate + 10.5%	\$55
BA rate + 11.5%	\$65

2b. Maintenance - % Repeater Within 30 Days: Parity Based Credits

% Repeaters Within 30 Days POTS Services	Additional Rebates Per Line:
BA rate + 1.0%	\$15
BA rate + 1.5%	\$17
BA rate + 2.0%	\$20
BA rate + 2.5%	\$25
BA rate + 3.0%	\$30
BA rate + 3.5%	\$35
BA rate + 4.0%	\$40
BA rate + 4.5%	\$45
BA rate + 5.0%	\$50
BA rate + 5.5%	\$55
BA rate + 6.0%	\$65

% Repeaters Within 30 Days Special Services	Additional Rebates Per Line:
BA rate + 1.0%	15
BA rate + 1.5%	17
BA rate + 2.0%	20
BA rate + 2.5%	25
BA rate + 3.0%	30
BA rate + 3.5%	35
BA rate + 4.0%	40
BA rate + 4.5%	45
BA rate + 5.0%	50
BA rate + 5.5%	55
BA rate + 6.0%	65

The Key performance metrics are as follows:

1. Provisioning - Parity Based Credits:

a) Missed Installation Appointments: *Excluded are customer misses, including carrier misses, customer not ready, no access or other reasons where the customer or ANTC caused the miss.*

1) *Resale:*

- POTS Services - Dispatch
- POTS Services - No Dispatch

- Special Services - (Combined Dispatch and No Dispatch)

2) *Unbundled Network Elements:*

- POTS Services - Dispatch
- POTS Services - No Dispatch
- Special Services - (Combined Dispatch and No Dispatch)

- b) **Completed within Interval Measure - % Completed within 5 (business) Days:** (POTS type services) *Excluded will be orders with service requested beyond the offered or standard interval or for which there was a customer missed appointment. Excludes orders with greater than 5 lines per order.*

1) *Resale:*

- POTS Services - Dispatch
- POTS Services - No Dispatch

2) *Unbundled Network Elements:*

- POTS Services - Dispatch
- POTS Services - No Dispatch

- c) **Provisioning Quality: % Installation Troubles within 30 days of Installation date:** *Included will be trouble reports on an installed line, where the trouble was found to be in the BELL ATLANTIC network (Disposition Codes 3 or 4 = Outside Plant, Disposition Code 5 = Central Office Equipment/Translation) Excluded are CPE troubles, and troubles closed due to lack of customer action)*

1) *Resale:*

- POTS Services
- Special Services

2) *Unbundled Network Elements:*

- POTS Services
- Special Services

2. **Maintenance - Parity Based Credits:**

- a) **Resale and UNE - Service Outage Duration - Out of Service Over 24 Hours.** BELL ATLANTIC shall credit the ANTC the amounts set forth below. *Excluded will be reports where access was required but not available during the first 24 hours*

1) *Resale:*

- POTS Services
- Special Services

2) *Unbundled Network Elements:*

- POTS Services
- Special Services

c) **Maintenance Quality: % Repeated Trouble Reports within 30 days of original report:** *Included will be trouble reports on a line, where the repeated trouble was found to be in the BELL ATLANTIC network (Disposition Codes 3 or 4 = Outside Plant, Disposition Code 5 = Central Office Equipment/Translation) Excluded are CPE troubles, and troubles closed due to lack of customer action)*

1) *Resale:*

- POTS Services
- Special Services

2) *Unbundled Network Elements:*

- POTS Services
- Special Services

For any credit or damages to apply the following are requirements of ANTC:

1) **New Unbundled Link Orders:**

- ANI to ANTC number, verification successful from DEMARC by BELL ATLANTIC field technician
- All order information submitted by ANTC is valid (e.g., street address, end user LCON, Floor/unit number, cable pair assignment).
- Customer (end user) available at appointed date.
- Orders completed as submitted without cancellation after Order Confirmation

2) **New Resale Orders:**

- All order information submitted by ANTC is valid (e.g., street address, end user LCON, Floor/unit number, cable pair assignment).
- Customer (end user) available at appointed date.
- Orders completed as submitted without cancellation after Order Confirmation

3) **Hot Cut Unbundled Link Orders:**

- Verifiable ANTC dial tone at POT bay testable by BELL ATLANTIC through appropriate tie cable pair as provided by ANTC on the Service request.
- Accurate account and end user information submitted on service request.
- Accurate tie cable pair and assignment provided by ANTC on service request.
- Orders completed as submitted without cancellation after Order confirmation.

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